



MONTANA STATE HOSPITAL POLICY AND PROCEDURE

EMPLOYEE CONDUCT

Effective Date: December 30, 2013

Policy #: HR-06



Page 1 of 4

- I. **PURPOSE:** To provide standards for employee conduct that promote quality patient care and reflect the expectations of the citizens of Montana for public employees who provide care to people with disabilities.
- II. **POLICY:** All Hospital employees are expected to provide job services in accordance with the definitions and standards set forth in this policy. An employee who violates the expectations for conduct set forth in this policy will be subject to disciplinary action which may include termination of employment. Not every situation that may arise can be anticipated and included in policy. Employees are expected to understand the fundamental expectations governing conduct and apply them to situations that may arise.
- III. **DEFINITIONS:**
 - A. **Guiding Principles:** The Hospital has established the following principles to guide organizational and employee behavior:
 - Keep people safe
 - Treat people with respect, trust, and dignity
 - Consider all patient needs with sensitivity
 - Utilize a holistic approach for provision of care
 - Assist patients toward achieving greater levels of self-sufficiency and autonomy
 - Support informed choice and decision making
 - Advance the mission of the hospital through teamwork
 - Ensure public trust through personal and professional integrity
 - B. **On-the-Job Conduct:** The employee's response to any assigned duty, responsibility, expectation, obligation or behavior required of the employee by the employer or the position.
 - C. **Off-the-Job Conduct:** The employee's off-duty behavior which maintains expected ethical and conduct standards and does not discredit or adversely impact the Hospital's image or public trust.
 - D. **Public Trust:** The holding of public employment is a public trust, created by the confidence that the citizens have in public employees. Therefore, the ultimate employer of the public employee is the citizens of the state. Each public employee is vested with part of the whole of public trust in the performance of job responsibilities.

That trust requires adherence to integrity, responsible performance, and correctness in conduct both on and off the job.

IV. RESPONSIBILITIES:

- A. **Employees** are responsible for their conduct and behavior both on and off the job.
- B. **Supervisors** are responsible for ensuring employees understand the expectations for conduct outlined in this policy and appropriate follow up action is taken if expectations for conduct are breached.

V. PROCEDURE:

The following list is intended to be a partial list of guidelines for conduct. It is not intended to be exhaustive or to anticipate any situation that may arise. Employees are expected to rely on their training and knowledge of Hospital policy, and when possible, should consult with their supervisor or co-workers to address questions about whether a behavior is acceptable.

A. Expectations for Employee Conduct

1. Promote and model cooperation, collaboration and teamwork.
2. Utilize Hospital Guiding Principles as a basis for performing job duties and providing patient care.
3. Demonstrate respectful behavior toward patients and their families. Provide patient care in an empathetic professional and consumer friendly manner.
4. Maintain patient confidentiality. Patient information and the provision of patient care are subject to HIPPA and Hospital guidelines.
5. Uphold and reinforce the rights of patients.
6. Maintain self control and utilize appropriate conflict resolution strategies when in confrontational situations. Utilize proper crisis intervention techniques in the event of a physical altercation.
7. Refrain from sharing significant personal information about yourself, your family, or your co-workers with patients.
8. Maintain therapeutic boundaries with patients and former patients. Do not engage in any type of socialization or relationship that may be outside of the professional role of care provider. If in doubt, seek advice from supervisors or treatment team members.
9. Inform supervisory personnel if a person is admitted with whom you have had a relationship with outside the hospital. Request a modification in your assignment if a personal relationship with a patient may compromise your ability to provide quality, objective care.
10. Provide care for patients using the techniques and procedures taught in orientation and in-service education programs.
11. Report to work on time and as scheduled. Only leave your work area when properly relieved and with your supervisor's approval.

Montana State Hospital Policy and Procedure

EMPLOYEE CONDUCT

Page 3 of 4

12. Promptly report safety hazards and take prompt action to prevent injury to others until the problem can be corrected.

B. Unacceptable Conduct

1. Neglect or failure to properly carry out duties, responsibilities, or assignments.
2. Abuse, mistreatment or neglect of any patient.
3. Theft, willful damage, misappropriation or neglect of patient property or property of the Hospital.
4. Insubordination or refusal to follow verbal or written instructions of a supervisor.
5. Any conduct such as use of alcohol, or use or sale of drugs, either on or off the job which adversely impacts the employer's operation (including absence from work) or brings discredit upon the employer's mission or public trust.
6. Willful, intended or threatened harm to patients, family members, co-workers, or others.
7. Falsification of Hospital records, e.g., time sheets, patient records, travel expenses, omission of pertinent data, giving false testimony, etc.
8. Behavior that creates or poses a hostile work environment or disrupts operations.
9. Failure to report or disclose information concerning allegations of possible patient abuse, neglect, or other wrongdoing.
10. Improper disclosure of confidential information.
11. Willful violation of law, contract, policy, or directives. Failure to carry out assignments or responsibilities.
12. Improper or illegal use of the Hospital's telephone, radio, or computer network system. Improper use of the Hospital's copy machines.
13. Unauthorized use of state time, equipment, or facilities for private business or personal use.
14. Sleeping on the job.
15. Failure to abide by the Hospital's dress code or maintain personal hygiene in a manner acceptable to the Hospital environment.
16. Failure to appropriately respond in an emergency situation.
17. Unauthorized duplication or inappropriate use of keys. Loaning or providing keys to others without authorization.
18. Developing a relationship with a patient that violates expected patient-staff boundaries and therapeutic principles. Failing to report a personal relationship with a patient or former patient outside of the work setting.
19. Performing special favors for patients that are outside the therapeutic process, without authorization from the patient's treatment team.
20. Failure to treat patients, visitors, co-workers, and the public in a courteous, productive, respectful, and otherwise acceptable manner.
21. Failure to follow safe work procedures.
22. Off-the-job conduct that may discredit the Hospital's image and the public trust.
23. Use of profane or vulgar language (as commonly considered) in a manner that others find offensive.

EMPLOYEE CONDUCT	Page 4 of 4
-------------------------	--------------------

Discipline and corrective action procedures for violations of the employee conduct policy will be handled in accordance with Hospital and DPHHS Policies and applicable collective bargaining agreements. Discipline will be commensurate with the severity of the violation, particularly the impact upon patients. Serious infractions, whether occurring on-the-job or off the job may result in dismissal from employment.

- _____/_____/_____
John W. Glueckert Date
Hospital Administrator

_____/_____/_____
 Todd Thun Date
 Director of Human Resources